Link to National Quality Standard
6.1.1 There is an effective enrolment and orientation process for families.
6.1.3 Current information about the service is available to families.
7.1.1 Appropriate governance arrangements are in place to manage the service.
7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service.
7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

Policy Statement
A fee will apply to both child care and preschool sessions.

Rationale
Jamestown Community Children’s Centre is a non-profit based service. All fees support the Vision of the Centre – “to maximize all children’s potential in a supportive, challenging and caring environment, which contributes to the wellbeing of the families in our community”.

Strategies, Practices and Procedures

- FEES

**CHILDCARE/ PRESCHOOL FEES**
Childcare Fees are set by the Management Committee in consultation with the Department of Family and Community Services.

| Preschool: | Full time (15 hours per week) | $70.00 per term |
|------------|-------------------------------|-----------------
| Pre-Entry: I session per week (9:00-11:30) – offered when places are available | $25.00 per term |
| Preschool fees are reviewed & set at the Governing Council AGM at the beginning of each new school year |

<table>
<thead>
<tr>
<th>Child Care:</th>
<th>Morning 8:00am – 1:00pm</th>
<th>$30.00 per session</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Afternoon 1:00pm – 6:00pm</td>
<td>$30.00 per session</td>
</tr>
<tr>
<td></td>
<td>Full Day 8:00am – 6:00pm</td>
<td>$60.00 per session</td>
</tr>
<tr>
<td></td>
<td>After School Care 3:15pm – 6:00pm</td>
<td>$15.00 per session</td>
</tr>
</tbody>
</table>

Fees will be charged for all bookings (casual or permanent), regardless of a child’s absence due to sickness or any other reason, as staff are strictly rostered according to bookings. **PLEASE NOTE:** No fees are charged and no absences are recorded when the Centre is closed during the Christmas/New Year break.

**BEFORE / AFTER PRESCHOOL CARE SESSIONS**

| Before Preschool Care 8:00 – 9:00am (not applicable to bus children) | $ 5.00 per session |
| After Half-Day Preschool 11:30am – 1:00pm | $10.00 per session |
| 11:30am – 3:30pm (school bus pick up) | $20.00 per session |
| After Full-Day Preschool 3:15pm – 6:00pm | $15.00 per session |

**PAYMENT OF CHILDCARE AND PRESCHOOL FEES**
Accounts will be placed in children’s pockets. All Preschool / Child Care fees are to be given to an employee and recorded in the money collection book in the presence of the payer. The employee will then place the money in a locked container. All payments are receipted. Fees may also be paid by direct debit (details are available from the Director and Assistant Director).

Childcare fees are charged weekly in arrears. Accounts will be placed in pockets each Wednesday.
All accounts are to be brought to a nil balance each week.

Occasional users must pay the care fee before care is provided. If no CCB (CRN) assessment has been received, full fees will be payable.

If accounts remain outstanding after 1 week, a reminder will be sent with the next account. If the account is not paid in 2 weeks, a letter will be sent advising that care may be terminated if the account is not paid immediately. If no alternative payment plan has been discussed, care will be terminated after 3 weeks of non-payment and legal action will be taken to recover the outstanding debt in excess of the bond.

Preschool fees may be paid per week, month or term. Payment is preferred as soon as possible and reminders will be sent during the term.

Families experiencing financial difficulties should see the Director for assistance.

- CHILD CARE BOOKINGS

1. BOOKING TYPES

PERMANENT BOOKINGS
Permanent bookings are regular weekly bookings that reserve a place for your child. In the case of permanent bookings a place cannot be given to another child unless you fail to pay your account.

CASUAL BOOKINGS
Casual Bookings are taken only when a place is available (i.e. not currently held by a permanent booking).

Examples of casual bookings are:
- Bookings for particular dates
- Non-weekly bookings (e.g. fortnightly bookings or irregular bookings)
- Term time only bookings in which no fee is charged to reserve the place over school holidays.

A Casual booking may be cancelled if someone makes a permanent booking for the place. However, in this situation, the Centre will give the holder of a casual place two weeks' written notice that their booking has been cancelled. This is intended to allow families time to make alternative arrangements.

OCCASSIONAL BOOKINGS
Bookings are considered ‘Occasional’ when the child is using Childcare for the first time or a permanent or casual user bond has not been paid.

- The fee for occasional / first time bookings must be paid prior to the child receiving care.
- If occasional users continue to book care places they will be considered ‘Casual’ and a bond will be charged.

2. BOND

Permanent and casual bookings attract a bond payable upon enrolment. For permanent users the bond amount is equivalent to two weeks’ fee without CCB. For casual users the bond amount is determined by the frequency of care. The bond amount will be refunded, after outstanding amounts are paid, when care ceases.

3. CHILDCARE BENEFIT (CCB)

Childcare Benefit is available to every family, regardless of assets or income, to reduce fees. It may be applied for by phone or in person at any Centrelink office. Information is available from the Office.

Full Childcare fees will be charged until a Notice of Assessment is received from the Family Assistance Office (Centrelink) with customer reference numbers for you and your child. CCB will be backdated to the first day of entitlement and the account will be adjusted.

Attendance Sheets must be signed by the parent/guardian on arrival and departure to claim CCB.

All children’s CRN’s must be supplied to the Centre.

4. NOTIFICATION OF CANCELLATIONS, CHANGES TO BOOKINGS OR ABSENCES

Written notice must be given for all changes, additional bookings, absences and cancellations. A Notification of Changes form is available from the office or our website.

i. Cancellations
   Two weeks’ written notice is required for cancellations (i.e. fees will be charged for two weeks following receipt of written notice of a cancellation).

ii. Changes to bookings
   7 days’ written notice is required to change your booking to a different day. Changes are subject to availability.
iii. Public Holidays
The full fee is charged for all public holidays that coincide with care bookings as the centre is required to pay staff wages on public holidays. Families are invited to swap their booking for another day within the same week (subject to availability) when a Public Holiday coincides with their booking.

iv. Absences

I. Holding Fee for Absences
Provided that the Centre is given two weeks written notice of their child’s absence, a reduced fee (50% of the usual fee) will be charged as a holding fee. The two weeks’ notice allows the Centre to adjust staffing or to offer the place as a casual or occasional booking during the child’s absence. The holding fee applies to:
- school holidays
- family holidays
- other days away apart from Public Holidays
Normal fees will be charged when a child who is booked for care is absent without two weeks’ written notice.
N.B. Written notice of absence is not required for After School Care bookings during school holidays.

II. CCB for Absences
All absences must be signed for on the attendance sheets by the parent/carer. CCB is paid for up to 42 absence days for each child per financial year. Full fees will apply after 42 absences have been used. CCB is also payable for any amount of absences providing they are taken for the following specified reasons and supporting documentation is provided.
- Illness: where a child, parent or sibling is ill (medical certificate required)
- Non-immunisation: where a child is excluded from care by the parent or centre's policy due to an outbreak of an infectious disease against which the child is not immunised (written statement from parent or Centre required)
- Rostered days off (written statement from employer required)
- School closure/pupil-free days
- School Holidays
- Public Holidays
- Period of local emergency
- Court order: where a child is absent under a court order
- Attendance at preschool

III. Illness
When a child is absent due to illness normal fees are charged to cover staffing costs.
If a child is absent due to illness for a prolonged period, the 50% holding fee may be offered at the discretion of the Director.

5. LATE PICK UP FEE
A late pick up fee of $10 per ten minutes or part thereof, will be charged when a child is not picked up by the end of the booked session (i.e. 1:00pm / 3:30pm / 6:00pm). This fee is charged to meet the overtime costs / extra staff required to meet licensing standards when numbers exceed planned bookings. If a child is not collected then the Security of Children policy will be implemented. Parents are liable for charges if Crisis Care is called.

6. AFTER SCHOOL CARE
After School Care (3:15pm – 6:00pm) is available from Monday to Friday during school terms for students aged 5 to 12 years. Families are to make arrangements to get their child to the Jamestown Community Children’s Centre.
Duty of care for childcare workers is:
1 - When the child arrives
2 - If the child does not arrive, staff will contact firstly the school and then the parent/guardian to notify them of the situation. If a parent/guardian or emergency collection authority cannot be contacted, the police will be notified.

Parent/ guardians are asked to provide a snack and drink bottle.

Policy Created/ Reviewed Date - Term 2 2012

Approval Signatures
Governing Council President    Director